

Scope of Work

SOLICITATION NO. RFQ 9200 MHJ0018

Description: Vet Laboratory Testing Services for the Austin Animal Center

1.0 **Introduction**

The Austin Animal Center (AAC) runs the largest no-kill animal shelter in the United States, providing shelter to more than 18,000 animals each year and animal protection services to all of Austin and Travis County. The AAC is an open-intake facility where lost and surrendered animals from Travis County and surrounding areas are accepted regardless of age, health, species or breed. The goal of the AAC is to place all adoptable animals in forever homes.

The AAC uses laboratory services to identify causes of illness in sheltered animals by sending in bloodwork and tissue samples for testing. Test results provide shelter veterinarians with the tools to diagnose animal illnesses, and offer prognoses and treatment plans. Laboratory testing services enable staff to identify the best re-homing opportunities for pets with health issues and are crucial to Austin Animal Center's goal in finding placement for adoptable animals.

2.0 **Purpose**

It is the intention of AAC to award one contract to a Laboratory to provide various laboratory services for all shelter animals.

3.0 **Bidder Qualifications**

- 3.1 Bidder shall have a minimum of three (3) years' experience providing laboratory testing services.
- 3.2 Bidder shall provide references from agencies of a similar size on the attached references page.

4.0 **Tasks/Requirements**

4.1 Contractor Responsibilities

- 4.1.1 Contractor shall make AAC aware of any programs that the Contractor can offer for additional savings including, but not limited to, manufacturer incentives, rebates, quantity discounts, payment terms, and quick payment incentives.
- 4.1.2 Contractor shall provide the tests listed in Section 0600 Bid Sheet, and a list of other tests Contractor can provide.
- 4.1.3 Contractor shall provide materials needed to collect samples required for tests listed in Section 0600 Bid Sheet, and materials needed to collect samples required for other tests Contractor can provide.
- 4.1.4 Contractor shall provide a lock box to store samples for the time between collection and pick-up.

- 4.1.5 Contractor shall provide a form with blank fields for sample descriptions.
- 4.1.6 Contractor shall assign an account representative to the AAC account. This account representative will process orders placed by an AAC authorized point of contact and answer all customer service questions posed by AAC. Contractor shall ensure that the account representative responds to all AAC requests within twenty-four (24) hours.
- 4.1.7 Contractor shall provide a customer support phone number that operates Monday-Friday 8AM-5PM. Contractor shall provide an emergency point of contact for Monday-Friday 5PM-7PM, and Saturday 8AM-7PM.
- 4.1.8 Contractor shall pick up samples within forty-eight (48) hours of requested services.
- 4.1.9 Contractor shall ensure all pick up vehicles are maintained in a sanitary condition and properly refrigerated where services require a frozen or refrigerated sample.
- 4.1.10 Contractor shall provide status updates for test results when requested by AAC. Contractor shall provide test results within twenty-four (24) hours of finalizing test results.
- 4.1.11 Contractor shall provide online access for test results.
- 4.1.12 Contractor shall dispose of samples after testing results are posted online.
- 4.1.13 Contractor shall provide orientation for online results reporting system to AAC staff upon execution of contract. Contractor shall provide refresher training for online results reporting system to AAC staff as needed.
- 4.1.14 Contractor shall provide monthly electronic itemized receipts.

4.2 Austin Animal Center Responsibilities

- 4.2.1 AAC will provide Contractor with a list of authorized points of contact.
- 4.2.2 AAC will collect samples to be tested by Contractor.
- 4.2.3 AAC authorized contacts will request sample pick-ups from Contractor's account representative.
- 4.2.4 AAC will inform Contractor if samples must be refrigerated when requesting sample pick-up.
- 4.2.5 AAC will place samples in lock box provided by Contractor, and fill out necessary fields on Contractor-provided sample description form.
- 4.2.6 AAC will provide a purchase order to Contractor for payment.